

WHAT IS CLAIMED:

- Sub B1
1. A method for internet performance monitoring and analysis comprising the steps of:
collecting web page object-level data; and
measuring access to web page objects.
 2. The method as recited in claim 1 wherein the step of measuring further captures non-speed based information including errors during download, source of content by IP address, and type of content that an object represents.
 3. The method as recited in claim 1 wherein the step of collecting further comprises collecting web page object-level data with at least one data collection agent.
 4. The method as recited in claim 1 wherein the step of measuring utilizes standard HTTP protocol to interact with a web server.
 5. The method as recited in claim 1 further comprising the step of requesting data be transferred from one source to another.
 6. The method as recited in claim 5 wherein the step of requesting occurs automatically.

7. The method as recited in claim 1 wherein the step of measuring further comprises parsing and recognizing other objects referenced in a content returned that need to be retrieved as well.

8. The method as recited in claim 7 further comprising the step of retrieving the other objects referenced in the content.

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9. A system for performance monitoring and analysis through a computer network comprising:

- at least one agent connected to said computer network and under the control of software to:
 - collect the object-level data and
 - measure the access parameters while the collection of the object-level data occurs; and
 - a user interface component to receive measurement data from said agent.

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10. A system for performance monitoring and analysis of web pages from a web server through a global computer network comprising:

- a plurality of agents located at distributed points throughout a global computer network;

each of said agents being under the control of software to collect the object level data and to measure access parameters while the collection of the object-level data occurs; and

a monitoring component to receive measurement data from said agent.

11. The system for performance monitoring and analysis through a ~~global~~ ^{a global computer network as recited in claim 10 including} computer network including means for determining the time for a customer to view a Web page.

12. The system for performance monitoring and analysis through a ~~global~~ ^{a global computer network as recited in claim 10 including} computer network including means for measuring variations a web site's performance by regional location or the network connectivity of the end-user.

13. The system for performance monitoring and analysis through a ~~global~~ ^{a global computer network as recited in claim 10 including} computer network including means for determining a customer's experience by time of day and day of the week.

14. The system for performance monitoring and analysis through a ~~global~~ ^{a global computer network as recited in claim 10 including} computer network including means for determining the origination of Internet-related performance problems.

15. The system for performance monitoring and analysis through a global

a global computer

network as recited in claim 10 including
computer network including means for comparing download performance

compared to industry standards or competitive Web sites.

16. The system for performance monitoring and analysis through a global

a global computer

network as recited in claim 10 including
computer network including means for monitoring download performance

changes since the last hardware/software/design investment to the web site.

17. The system for performance monitoring and analysis through a global

a global computer

network as recited in claim 10 including
computer network including means for monitoring access refusals due to traffic

overload.

18. The system for performance monitoring and analysis through a global

a global computer

network as recited in claim 10 including
computer network including means for monitoring the rate that incomplete pages

served.

19. The system for performance monitoring and analysis through a global

a global computer

network as recited in claim 10 including
computer network including means for monitoring performance over time to

obtain performance trends as to whether web site access is getting better or worse

over time.

a Global C.C.A.?

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a global computer

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a global computer

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